

STATE OF VERMONT
DEPARTMENT OF VERMONT HEALTH ACCESS

It is hereby agreed by the State of Vermont, Department of Health Access (hereafter called "State"), OptumInsight, Inc., with a principal place of business at 13625 Technology Drive, Eden Prairie, Minnesota, 55344 (hereafter called "Contractor"), that the contract between them commencing June 9, 2014, as amended August 15, 2014, amended and restated September 15, 2014, amended November 20, 2014, amended December 16, 2014, amended January 30, 2015, and amended February 22, 2015 Contract # 26801, is hereby amended effective May 14, 2015 as follows:

- I. Attachment A, Scope of Services. Attachment A, Scope of Services, Section II, Specification of Work is hereby modified by amending the first paragraph under "Stream 3" as follows:

Stream 3. Supplemental Operations Support

The Contractor shall provide operational support to reduce the backlogs caused by system deficiencies to normalized levels. The Contractor, in consultation with the State, shall develop a work plan to define the services and staffing levels needed to accomplish backlog reduction as required by this Contract. The work plan shall identify priorities and scheduling. Further, the Contractor shall provide the staffing required to process paper insurance renewal cases specified by the State for the period November 3, 2014 through June 30, 2015.

- II. Attachment A, Scope of Services. Attachment A, Scope of Services, Section II, Specification of Work is hereby modified by amending Section 4 of Stream 3 as follows:

4. Services Performed During the Period of November 15, 2014 through December 31, 2014. Renewal/2015 Open Enrollment Readiness and Renewals Processing: the Contractor shall perform the services listed below to develop an appropriate plan to support VHC readiness for annual renewals and 2015 Open Enrollment, as well as perform renewals processing and provide key open enrollment functions specified by the State:
- Make recommendations for handling consumers seeking to renew insurance through VHC;
 - Provide Marketing support, if deemed necessary and approved via a Task Order
 - Provide staffing with the experience required to process no fewer than 16,000 No Change Renewals for the period between November 15, 2014 and December 31, 2014.
 - Provide staffing to supplement teams including VHC's staff processing 834 errors.
 - Provide staffing to supplement the VHC's Lion's Den escalation team.

4 (a). Services Performed During January 1, 2015 through June 30, 2015.

Renewal/2015 Open Enrollment Readiness and Renewals Processing: the Contractor

shall perform the services listed below to develop an appropriate plan to support VHC readiness for annual renewals and 2015 Open Enrollment, as well as perform renewals processing and provide key open enrollment functions specified by the State:

- Provide staffing with the experience required to process renewals and Change of Circumstance (CoC) requests for the period February 1, 2015 through June 30, 2015
- Provide staffing to supplement teams including VHC's staff processing 834 errors.
- Provide staffing to supplement the VHC's Lion's Den escalation team.

XII. Taxes Due to the State. Contractor certifies under the pains and penalties of perjury that, as of the date this contract amendment is signed, the Contractor is in good standing with respect to, or in full compliance with a plan to pay, any and all taxes due the State of Vermont.

XIII. Certification Regarding Suspension or Debarment. Contractor certifies under the pains and penalties of perjury that, as of the date this contract amendment is signed, neither Party nor Party's principals (officers, directors, owners, or partners) are presently debarred, suspended, proposed for debarment, declared ineligible or excluded from participation in federal programs, or programs supported in whole or in part by federal funds.

Except as modified by this Amendment No. 7, all provisions of the original contract remain in full force and effect.

The signatures of the undersigned indicate that each has read this amendment to Contract # 26801 in its entirety and agrees to be bound by the provisions enumerated therein.

WE THE UNDERSIGNED PARTIES AGREE TO BE BOUND BY THIS CONTRACT.

BY THE STATE OF VERMONT:

BY THE CONTRACTOR:

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